







Eden Housing Association – How are we doing?

Our quarterly performance progress report for: **Quarter 2 2023/24 July - September**

| | | | |
|---|-----------------------|---|------------------------|
|  | Performance worsened |  | we are on target |
|  | Performance unchanged |  | we are close to target |
|  | Performance improved |  | we are below target |

| Previous Quarter performance | Result Quarter 2 2023/2024 | Target | Position |
|------------------------------|----------------------------------|--------|----------|
|------------------------------|----------------------------------|--------|----------|

| Customer Satisfaction | | | | |
|--|--------------|--------------|-----------|-----|
| Number of complaints received | 12 | 11 | No target | ▲ |
| % of surveyed tenants who would recommend EHA to friends and family | Not reported | Not reported | 90% | n/a |
| Repairs | | | | |
| Satisfaction with contractor performance | Not reported | Not reported | 90% | n/a |
| Satisfaction with planned maintenance | 95% | 74% | 90% | ▼ |
| Emergency repairs completed on time | 99.6% | 99% | 100% | ▼ |
| Other repairs completed on time | 94% | 87% | 90% | ▼ |
| Rent collection | | | | |
| Outstanding rent – current customers | 1.3% | 1.9% | 1.4% | ▼ |
| Outstanding rent – Former customers | 0.6% | 0.6% | 0.6% | ↔ |
| Tenancy management, Anti-social behaviour (ASB) and Estate Management (EM) | | | | |
| Number of new ASB/ EM cases reported | 39 | 61 | No target | ▼ |
| Number of ASB/ EM cases closed | 22 | 51 | No target | ▲ |
| Re-let Properties | | | | |
| Number of properties let | 31 | 38 | No target | ▲ |
| Average days to re-let property | 38 | TBC | 28 | n/a |
| Void rent loss | 0.9% | 1.3% | 1.2% | ▼ |
| Gas safety | | | | |
| No of properties with LGSR gas certificate out of date | 3 | 0 | 0 | ▲ |
| Housing stock | | | | |
| Number of properties failing to meet Decent Homes Standard | 9 | 9 | 0 | ↔ |